

26 JAN 1996

13

1. CASE NUMBER 951218CNE5031 N9520011		2. INVESTIGATOR'S ID 8930		3. OFFICE CODE 800		EPIDEMIOLOGIC INVESTIGATION REPORT	
4. INCIDENT DATE YR MO DAY 950716		5. DATE IDI INITIATED YR MO DAY 960118					
6. SYNOPSIS OF INCIDENT OR COMPLAINT No injury occurred when the upper coil of a toaster oven broke, falling onto a bagel that was toasting, causing a fire inside the unit.							
7. LOCATION Home		8. CITY Massapequa		9. STATE NY			
10A. FIRST PRODUCT toaster oven		0216		11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Black & Decker Shelton, CT #S02500			
10B. SECOND PRODUCT		0000		11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS			
12. AGE OF VICTIM 999		13. SEX 9		14. DISPOSITION No injury 7099		15. INJURY DIAGNOSIS 99	
16. BODY PART 99		17. RESPONDENT(S) complainant		18. INVESTIGATION TYPE on-site 1		19. TIME SPENT 07.0	
20. ATTACHMENTS multiple		21. CASE SOURCE consumer 9		22. REVIEWED BY 8969		YR MO DAY 96 01 24	
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME <input checked="" type="checkbox"/> CPSC MAY NOT DISCLOSE MY NAME <input type="checkbox"/>							
24. NARRATIVE (See Instructions on Page 2)				25. REGIONAL DIRECTOR REVIEW DATE 205/12 1/27/96			
<p style="text-align: center;">MFR/PRVLBR NOTIFIED No Comments made Comments attached Excisions/Revisions Firm has not requested further notices</p>							

(USE ADDITIONAL SHEETS IF NECESSARY)

PRE-INCIDENT

The complainant purchased a new toaster oven approximately eight years prior to the incident. She had had non-safety related problems with the unit that went on until the time of the incident.

The unit was kept mounted under a wall cabinet. It was used everyday by family members.

INCIDENT

On July 16, 1995, the complainant placed a bagel in the toaster and set it on low to toast. She remained in the kitchen but was not facing the unit. She heard what sounded like an explosion. She turned around and saw that the coil from the upper part of the toaster had broken off, falling on the bagel, causing a fire inside the unit.

POST-INCIDENT

The complainant was able to extinguish the fire by blowing on it. The toaster's power did not cut off, nor did any circuit breakers trip. No injuries occurred.

The complainant's concern was that had she not been in the kitchen at the time, the fire may have spread and caused injuries and damage. She sent a letter to the manufacturer and never received a response.

PRODUCT IDENTIFICATION

Manufacturer: Black & Decker
Shelton, CT

Model: S02500

Product is an under-the-counter toaster oven/broiler. It is labeled in part, "***BLACK & DECKER Spacemaker***UL LISTED 228E***BLACK & DECKER, CHARLOTT, N.C.***CAT. NO. B1S02500***".

PRODUCT STANDARDS

The toaster oven is UL listed 228E.

SAMPLE

96-800-1609 consisting of the toaster oven was collected from the consumer.

ATTACHMENTS

- 1 - Photographs
- 2 - C/R 96-800-1609

THOMAS S. GULOTTA
COUNTY EXECUTIVE

B. KOTEN
01/11/96



VAN
JAMES E. PICKEN
COMMISSIONER

COUNTY OF NASSAU
OFFICE OF CONSUMER AFFAIRS
160 OLD COUNTRY ROAD
MINEOLA, NEW YORK 11501-4394
571-2600

Barbara Deters
213 Jerusalem Avenue
Massapequa Park, New York 11762

November 30, 1995

Re: Black & Decker Inc.
Charlotte, N.C. 28217

Dear Ms. Deters:

Thank you for your letter concerning the above.

Since your complaint falls within the jurisdiction of the agency listed below, we are forwarding it to them for whatever action they deem necessary on your behalf.

Consumer Product Safety Commission
6 World Trade Center 6th Floor
Vesey Street
New York, New York 10048

You may address any future correspondence to them and they will communicate directly with you.

Very truly yours,

JAMES E. PICKEN
COMMISSIONER

By:

Rita A. Fisher
RITA A. FISHER
DEPUTY COMMISSIONER

JEP/RAE/fk
enc.

GPT

951218 CNE5031

SECT 15

N5C-0011A

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July 17, 1995

Black & Decker (U.S.) Inc.
200 Crompton Street
P. O. Box 7025
Charlotte, NC 28217

Re: Spacemaker Toast-R-Oven Broiler
Model S02500

Dear Sirs:

A few years ago I received the above captioned toaster oven as a gift and have been using it regularly since then.

The first problem I had with it was the hinge mechanism that holds the door on the right side. It broke away from the door and I had to have a neighbor solder it several times, but the situation kept reoccurring.


Yesterday morning I placed a bagel in the oven and set it for toasting. Suddenly I heard something of an explosion, the coil on the upper front portion of the oven had broken off at one end and landed on the bagel which caused the bagel to catch on fire.

Fortunately I was right there and put the fire out, but I am wondering if you have any other similar reports of this dangerous situation having happened before.

Naturally the appliance is of no further use to me and I shudder to think of what would have happened to my house if I had been out of the room at the time.

Please let me hear from you in connection with this.

Very truly yours,


Barbara Deters
213 Jerusalem Avenue
Massapequa Park, NY
11762
(516) 798-8491

BT-4800

November 28, 1995

Black & Decker (U.S.) Inc.
200 Crompton Street
P. O. Box 7025
Charlotte, NC 28217

Re: Spacemaker Toast-R-Oven Broiler
Model S02500

Dear Sirs:

I am disappointed not to have had a response to my letter of July 17, 1995, a copy of which is enclosed for your information.

Inasmuch as I had a fire in my kitchen caused by a faulty element in the appliance described in my previous letter, I assumed you would at the very least write to me and advise of what action your company had taken to rectify the condition.

It is only because I stayed in the room with the appliance during baking that I didn't sustain the loss of my home or even worse, a serious injury or loss of life.

By copy of this letter I am advising the Nassau County Office of Consumer Affairs and the Consumer Products Safety Commission in New York City of the incident.

Very truly yours,



Barbara Deters
213 Jerusalem Avenue
Massapequa Park, NY
11762

(516) 798-8491

cc: N. C. Office of Consumer Affairs
Consumer Products Safety Commission

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P. O. Box 7025
Charlotte, NC 28217

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Model S02500

Dear Sirs:

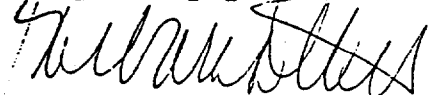
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Very truly yours,


Barbara Deters
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Massapequa Park, NY
11762
(516) 798-8491

U.S. Consumer Product Safety Commission**AUTHORIZATION FOR RELEASE OF NAME**

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.



You are hereby authorized to disclose my name and address with the information collected on this case.



My identity is to remain confidential.

[Signature]
(Signature)

1/18/96
(Date)

951218CNE5031
Part #1

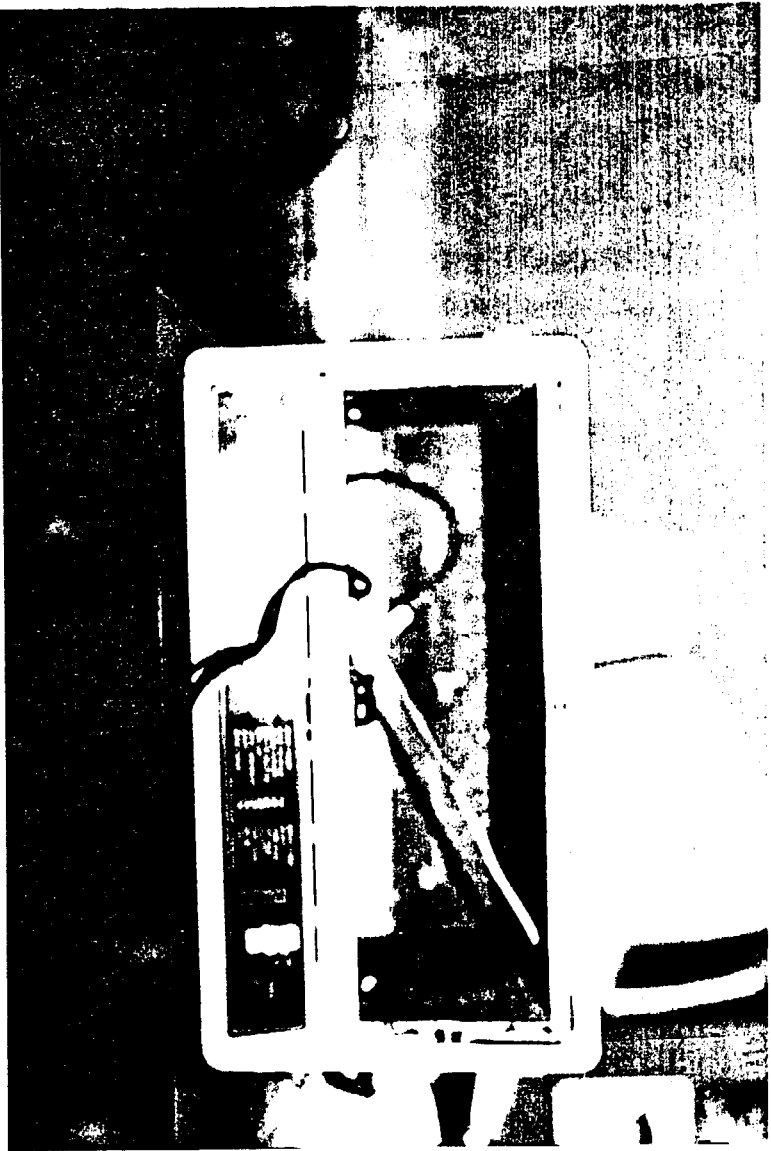


Fig-1- Toaster Oven

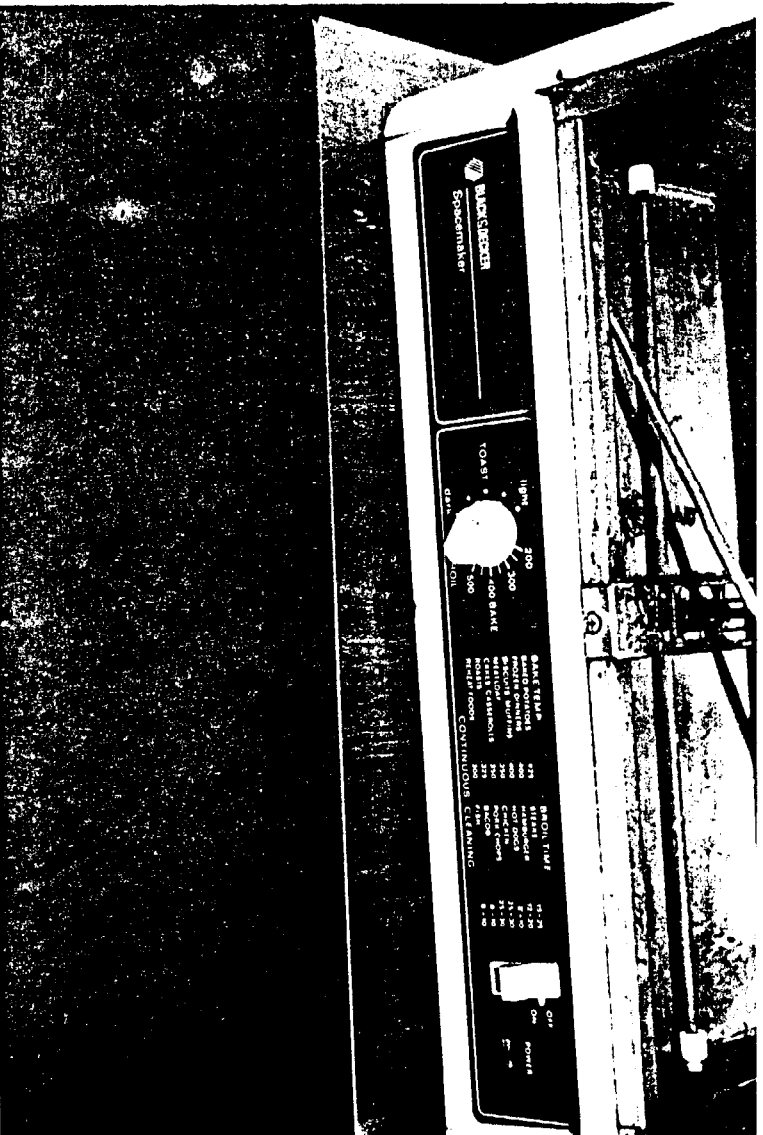


Fig-2- Control Panel

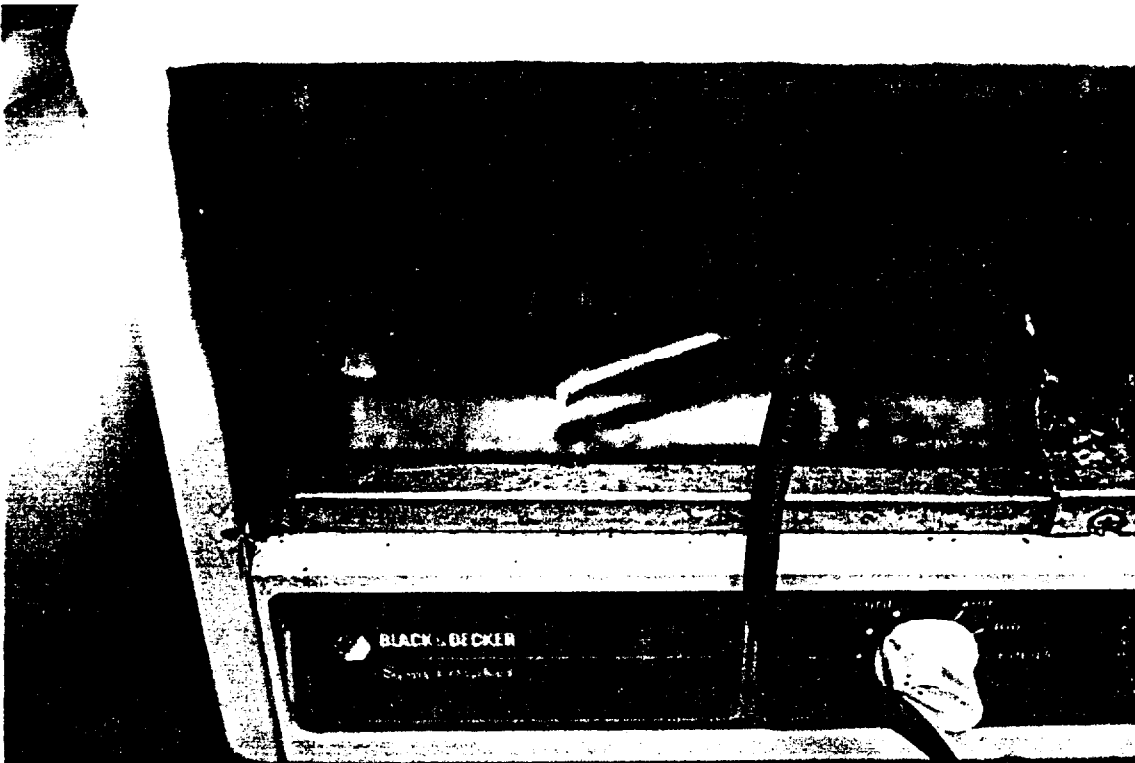
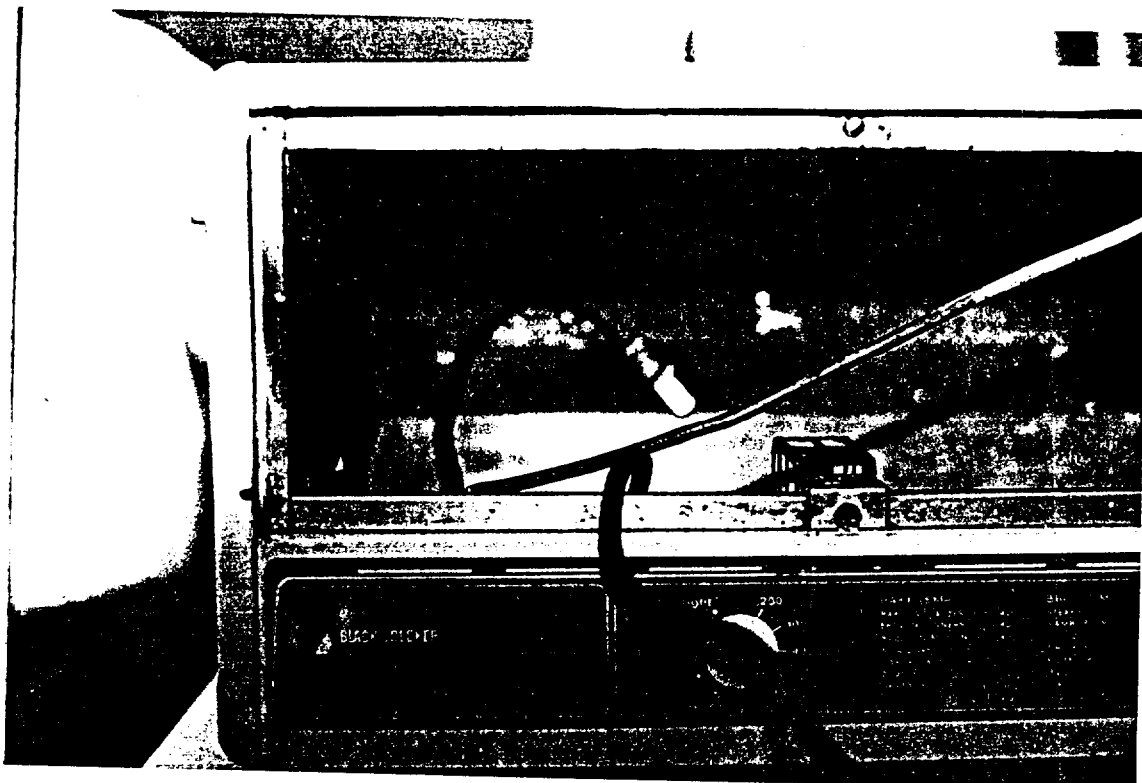


Fig. 384 The broken coil on the toaster oven



951218CWE 5031

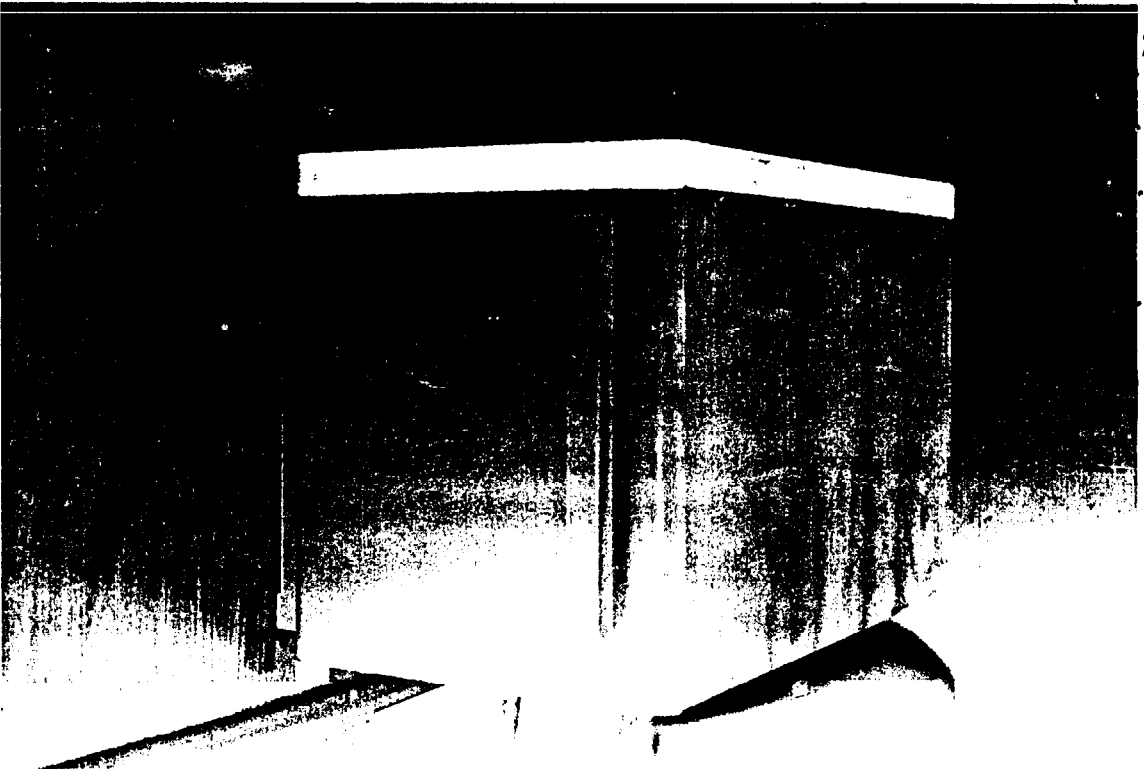
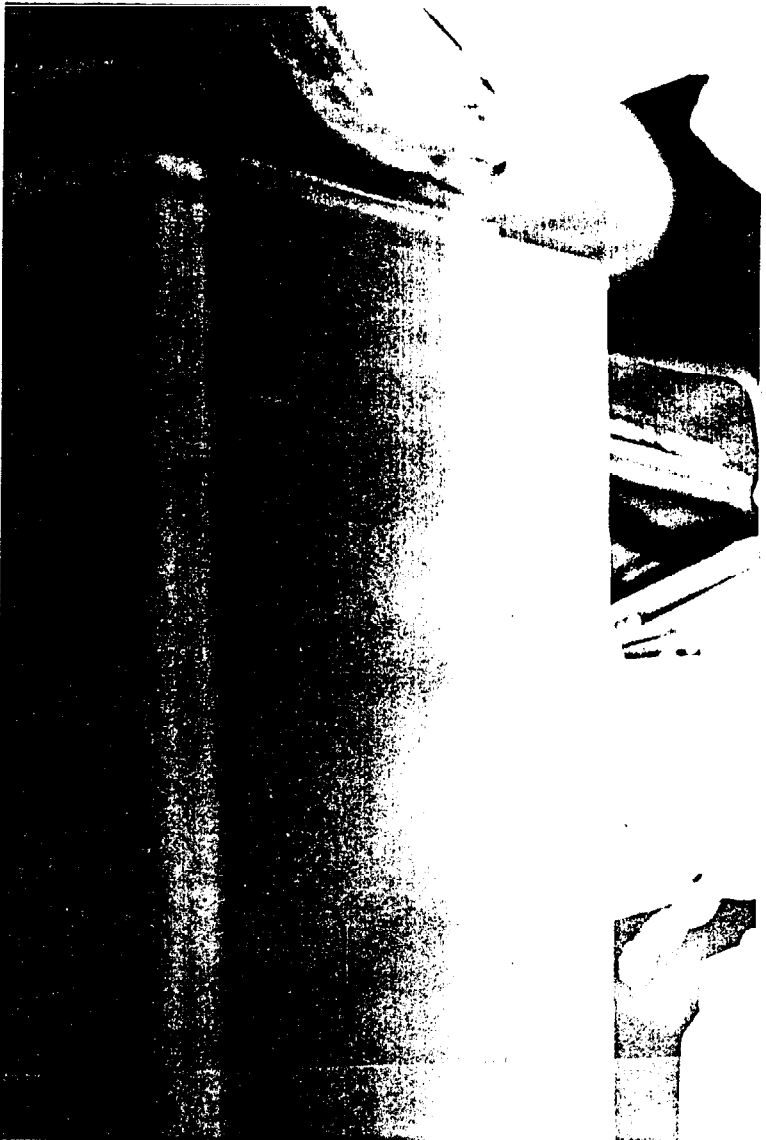


Fig. 5x6
The burns on
the outside
of the top of
the unit



ACC-#2
951218CNE5031

U.S. Consumer Product Safety Commission SAMPLE COLLECTION REPORT			
1. Sample Flag		2. Date Collected 1/18/96	
		3. Sample Type and Number: 96-800-1609 <input checked="" type="radio"/> Physical <input type="radio"/> Documentary	
4a Product Name TOASTER OVEN		4b Model S02500	
		4c NEISS 0216	
5. Assignment Number 951218CNE5031			
6. Complete for Import Samples Port of Entry: _____ Country of Origin: _____ Entry No. and Date: _____ Customs Contact: _____		7. MIS 32626	
		8. Hours Activity _____ Travel _____	
		9a Home RO FOER	
		9b Collecting RO FOER	
10. Sample Cost \$0.00		11. Invoice Value of Lot \$0.00	
		12. Size of Lot 1	
		Units unt	
13. Manufacturer/Importer # BLA028 BLACK & DECKER 6 ARMSTRONG ROAD SHELTON, CT 06484		14. Shipper/Foreign Manufacturer	
		15. Dealer/Import Broker#BLA012 BARBARA DETERS 213 JERUSALEM AVE. MASS. PARK, NY 11762	
16. Supporting documents attached: Invoice No. and Date: _____ NONE _____ Date Shipped: _____ Shipping Record and Date: _____ Affidavit Signer's name, title and date: _____ NONE _____			
17. Product Identification: Product is an under-the-counter toaster oven/broiler. It is labeled in part, "****BLACK & DECKER Spacemaker****UL LISTED 228E****BLACK & DECKER, CHARLOTTE, N.C.***CAT. NO. B1S02500****".			
18. Reason for collection/analysis needed: <input type="radio"/> FHSA <input checked="" type="radio"/> CPSA <input type="radio"/> FFA <input type="radio"/> PPPA <input type="radio"/> RSA During use, coil broke, causing item being toasted to catch fire			
19. Summary of Field Screening: none			
20. Sample size/Method of Collection: 1 unit was sampled from the consumer and brought to FOER where it was identified as per 21 and officially sealed in a bag as per 22. The bag was placed in a box for shipping.			
21. Identification on sample: 96-800-1609 BJK 1/18/96		22. Identification on seal and date: 96-800-1609 Beverly J. Kohen 1/18/96	
23a Sample delivered to: UPS		23b Date 1/22/96	
		24. Report/Record Sent to: FOER	
25. Laboratory/Office: LSHL____ LSEL____ CRM____ CCA <u>X</u> Other _____			
26. Remarks: attached: receipt for sample note that consumer no longer had shelf or tray that fits inside unit			
27. Related Samples: none			
28a Collector's name/title: Beverly J. Kohen Investigator		28b Collector's signature/date: <i>Beverly J. Kohen</i> 1/18/96	
29a Reviewer's name/title:		29b Reviewer's signature/date:	